



“Hexaware seamlessly integrates IT and OT, leveraging AI-led predictive analytics and connecting factory ecosystems to deliver measurable efficiency, agility and sustainability across global shop floors.”

*Swadhin Pradhan*

# Hexaware

## Overview

Hexaware is headquartered in Mumbai, India. It has more than 31,500 employees across 28 countries. In FY24, the company generated \$1.4 billion in revenue, with Financial Services as its largest segment. Hexaware integrates IoT, edge computing and cybersecurity across its solutions, enabling connected assets, private 5G networks and secure OT environments. The company emphasizes sustainability in its projects, reducing carbon emissions and positioning itself as a responsible digital transformation partner in smart manufacturing. It also empowers the workforce through digital solutions.

## Strengths

### **Next-generation shop floor orchestration:**

Hexaware’s smart and digital factory capabilities focus on AI-powered operational intelligence, immersive workforce transformation and automation-driven efficiency. The company supports fulfillment execution and asset integration for agile, synchronized operations. AI-driven industrial training and low-code/no-code automation further boost shop floor workforce efficiency and responsiveness across procurement, production, sales and aftersales area.

### **Proven expertise in core manufacturing**

**platforms:** Hexaware’s expertise in ERP-MES integration and SAP-based production planning strengthens its capabilities in manufacturing operations and asset lifecycle management. Its template-driven integration

approach enables smooth data migration from legacy systems to modern digital manufacturing environments, ensuring continuity and operational efficiency.

**Strong IT/OT integration:** Hexaware’s operational intelligence framework integrates enterprise and plant-floor data to enhance efficiency and throughput. By leveraging real-time insights and predictive analytics, the framework supports a shift from reactive to autonomous operations. This approach delivered throughput improvements for an automotive firm and substantial cost savings for a mining client, showcasing Hexaware’s expertise in IT/OT convergence for smart manufacturing.

## Caution

To scale next-generation shop floor transformation, Hexaware should expand beyond ERP-MES integration and drive broad adoption of its AI-driven orchestration tools. Deepening domain-specific expertise and showcasing measurable impact across diverse manufacturing segments will be critical.